



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND  
UNITED STATES ARMY GARRISON-DETROIT ARSENAL  
6501 E. 11 MILE ROAD  
WARREN, MICHIGAN 48397-5000**

IMNE-MIG-IMC

MAR 26 2009

MEMORANDUM FOR U. S. Army Garrison-Detroit Arsenal (USAG-DTA) and All Tenants  
and Liaison Activities

SUBJECT: Policy Memorandum #24, Acquisition, Usage and Control of Wireless Equipment and  
Services

**1. REFERENCES.**

a. AR 25-1, Army Knowledge Management and Information Management, 15 Jul 05.

b. Network Enterprise Technology Command (NETCOM) Guidance, Modifications to  
NETCOM Blanket Purchase Agreement (BPA), 25 Feb 04.

c. Army Command, Control, Communications and Information Management (C4IM),  
14 Mar 08.

**2. PURPOSE.** To provide guidance on the usage, acquisition and control of wireless equipment  
and services.

**3. APPLICABILITY.** This policy applies to USAG-DTA and Tenant users of wireless  
telephone and pager support services.

**4. POLICY.** Acquisition, Usage and Control of Wireless Equipment and Services.

**5. PROCEDURES.** In accordance with AR 25-1, the installation Directorate of Information  
Management (DOIM) will provide Information Technology (IT) support services to other Army,  
DOD, or non-DOD activities on a reimbursable or non-reimbursable basis as determined by  
support agreements. The DOIM is the primary source for obtaining IT contract support. All  
Base Communication (BASECOM) IT support services will be obtained by the DOIM using  
existing NETCOM Blanket Purchase Agreements (BPAs). Accordingly, the following  
responsibilities are established:

a. USAG-DTA DOIM will:

(1) Control the procurement of all wireless equipment and services.

(2) Coordinate procurement of wireless equipment (cell phones, pagers, and Blackberrys)  
and services through Network Enterprise Technology Command's Enterprise System

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Technology Activity, Administration Telephone Directorate (NETCOM ESTA ATD) at Fort Huachuca, AZ, and TACOM Contracting Center using existing NETCOM BPAs. These contract vehicles are mandatory for Installation Management Command (IMCOM) and all tenants and liaison activities.

(3) Work with NETCOM ESTA ATD to consolidate wireless requirements to achieve economies of scale to better negotiate future contracting terms with their respective vendors.

(4) Coordinate the purchase and activation of wireless service between the bill payer and the vendor for purchases both under and over \$3,000. The DOIM is required to establish a Call Order against an existing NETCOM BPA for purchases over \$3,000.

(5) Work with the Telephone Control Officers (TCO) to set-up, test, and issue wireless devices to customers and maintain a database listing of all wireless equipment and service in coordination with the Property Book Office (PBO).

(6) Immediately terminate or suspend associated services, upon notice of a lost or stolen wireless device.

(7) Work with the vendor(s) to implement software audit procedures that trigger immediate reviews of cellular telephone usage and notification by the vendor when notable spikes in calling occur. Notable spikes are a prime indicator that cellular telephone integrity has been compromised.

(8) Provide training and oversight of organization TCO to assure compliance with U.S. Army policy. This will include policies and procedures to prevent security violations and inappropriate use.

**b. USAG-DTA Directorate of Logistics (DOL) will:**

(1) Process reports of survey for lost, stolen, or damaged wireless equipment as appropriate. This includes coordination with Directorate of Emergency Services (DES) and end user to process the report of survey.

(2) Garrison DOL POC is the Property Book Officer (PBO), DSN: 786-8263; Commercial: 586-574-8263.

**c. Tenants, Garrison Directorates, and other activities will:**

(1) Appoint a primary and alternate organization TCO and Bill Payer within each of their respective organizations to work with the USAG-DTA DOIM to fulfill their communication service requirements. Management can delegate TCO and Bill Payer responsibilities down to any level within their respective organization.

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(2) Coordinate with DOIM, Communications, to place orders with the vendor and pay for wireless equipment and services directly to the vendor using a Government Credit Card.

**d. Organization TCO(s) will:**

(1) Submit their requirements to the DOIM Helpdesk. The request should have the user name, appropriate management approvals, and justification.

(2) Report lost, stolen, or damaged equipment to the Property Book Officer and DOIM Telecommunications via email for suspension or deactivation of service.

(3) Review and certify monthly billing statements and report any suspected abuse to management, who will investigate any suspected abuse of the service including notification to DOIM, Communications.

(4) Adjust wireless service plan(s) as needed based on monthly usage trends to ensure users are within plan minutes.

**e. Wireless equipment end-user:**

(1) Will not use wireless PDAs/telephones in lieu of established "wired" telephones. These devices are to be used for official business and authorized use only. Official use of these phones will be limited to requirements that cannot be satisfied by other available telecommunications methods and are authorized when warranted by mission requirements, technical limitation, feasibility, or cost considerations.

(2) Examples of appropriate applications for wireless PDAs/telephones include but are not limited to:

(a) Emergency management and emergency restoration situations

(b) Specifically designated projects and/or mission-unique requirement (for example, work being performed in geographically remote areas or work where continuous communication is required)

(c) Safety of personnel, unit or organization security

(d) Fly-away or drive-away kits/sets for contingency purposes

(3) Cellular telephones are useful during emergencies, but should not be considered the primary or total solution to emergency communications requirements due to inherent vulnerabilities and limitations of cellular technology.

(4) Questions as to whether a use is authorized should be directed to the TACOM LCMC Legal office. Authorized use includes brief communications made by DOD employees while

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they are traveling on Government business to notify family members of transportation or schedule changes. They also include personal communications that are most reasonably made while at the work place. Such communications may be permitted, provided they:

- (a) Are authorized by the user's supervisor;
- (b) Do not adversely affect the performance of official duties by the employee or the employee's organization;
- (c) Serves a legitimate public purpose;
- (d) Calls are of reasonable duration and frequency, and whenever possible, are made during the employee's personal time, such as during lunch, break, and other off-duty periods;
- (e) Are not used for activities related to the operation of a personal business enterprise.

(5) Cell phones should never dial government owned toll free "800" numbers if the local numbers are known. Calling government toll free "800" numbers results in double charging the government.

(6) Cell phone users will not place third party calls to complete a call. This would cause the government to be double charged, lose any accountability, and significantly increase the potential for fraud. The cell phone user will dial direct. (A third party call example would be someone who uses their cell phone to call a government installation "wired" line and then has the call transferred to a number outside the installation. This causes the "wired" line to be charged for the duration of the call as well using the airtime on the originating cell phone).

(7) Users will immediately report lost or stolen equipment to their Organization TCO for suspension or deactivation of service.

f. For the acquisition and funding of wireless equipment and activation service, the following procedure applies:

(1) The Organization TCO will submit a request to the DOIM Helpdesk. The request must state user name(s), bill payer information, appropriate management approval, justification, and signed by the TCO. Incomplete requests will be returned to the originating organization.

(2) DOIM will provide a cost estimate to the Organization TCO for approval and authorization to proceed with the formal procurement process for equipment and/or associated service.

(3) DOIM will submit a request to NETCOM ESTA ATD to generate a formal quote against the appropriate service provider BPA for any order over \$3,000. For orders under \$3,000, DOIM will coordinate the purchase and activation directly between the bill payer and the vendor.

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(4) NETCOM ESTA ATD will provide a formal quote from the vendor to USAG-DTA DOIM.

(5) DOIM will forward the NETCOM ESTA ATD formal quote and associated BPA information to TACOM Contracting Center to establish a new Call Order or modify an existing Call Order. TACOM Contracting Center will establish a separate call order for each organization for each unique vendor with direct billing to the organization.

(6) Upon completion of the Call Order, DOIM will coordinate with the Organizational TCO and respective bill payer to arrange payment via a Government credit card to the vendor for purchase of equipment and activation of service.

(7) DOIM will coordinate with the Organizational TCO to test and setup equipment and input the following information in the database: equipment model number, serial number, phone number, voice and/or data call plan, user name, organization, and TCO information. Blackberry device and user information will be sent to the DOIM Helpdesk for setup on the network Blackberry server. End users will need to either have their respective Work Group Manager (WGM) or the DOIM Helpdesk setup their Blackberry device on their network PC.

(8) DOIM will provide Organizational TCO a receipt memorandum for signature.

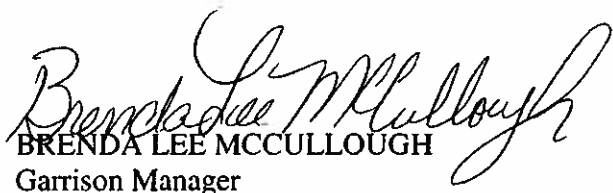
(9) Organization TCO or delegate will sign equipment receipt memorandum for DOIM records.

g. For direct payment of telephone bills with Government credit card, the following procedure applies:

(1) The vendor will provide direct monthly airtime usage invoices to each Organization Bill Payer.

(2) The Organization Bill Payer will make direct payments to the vendor via a Government credit card.

6. PROPONENT. Point of Contact is DOIM Communications, MS444, DSN: 786-6111; Commercial: 586-574-6111.

  
BRENDA LEE MCCULLOUGH  
Garrison Manager